



Process Flow Overview

SFA HR Automation

Classification:

Primary Functionality: Payroll Administration & Personnel Management

Sub-function: Payroll system management (Retirement)

- ☒ "As-Is"
☐ "To-Be"

Description:

This "As-Is" flow provides an overview of the retirement process. The process is semi-automated through the use of Federal Personnel/Payroll System (FPPS), Economic Systems Inc. (ESI), and Federal Retirement Calculations (FRC Calc). The Employee Relations Specialist at HRG computes and explains the retirement calculation to the retiring employee. The employee completes and submits the retirement application to the Employee Relations Specialist. SFA HR initiates and forwards the personnel action to HRG for processing. Once the Employee Relations Specialist at HRG compiles all the necessary forms, the entire retirement package is mailed to the employee and to NBC in Denver.

Handoffs:

There are 11 handoffs in the "As-Is" Retirement process. Handoffs occur between: Employee Relations Specialist - employee, employee - Employee Relations Specialist, Employee Relations Specialist - SFA HR, SFA HR - employee, employee - SFA HR, SFA HR - Employee Relations Specialist, Employee Relations Specialist - A&R Technician, A&R Technician - Customer Service Team III Leader, Customer Service Team III Leader - A&R Technician, A&R Technician - Employee Relations Specialist, and Employee Relations Specialist - SFA HR.

Average Process Completion Time:

The average process completion time for processing a retirement is three weeks.

Position title	Agency name	Time/request	Number of positions	Percent of time/year	Number processed/year
Employee Relations Specialist	HRG	3 hrs.	2	6%	80*
Customer Service Team III Leader	HRG	5 min.	1	Less than 1	80*
Management Operations Specialist	SFA HR	15 min.	2	Less than 1	15*
Admin Officer	SFA	30 min.	7	Less than 1	15*
A&R Technician	HRG	15 min.	1	1%	80*

* Includes retirements in regions

Cost:

- HRG inter-agency agreement for use of FPPS: \$230,000 annually
- FPPS: \$165 per W-2 form annually
- ESI: \$175 per license for annual updates and support services (excludes initial cost of ~\$700)
- FRC Calc: \$285 per license for annual updates and support services (excludes initial cost of ~\$1,000)
- SFA-sponsored FTEs: ~\$255,543 (based on 3 FTEs at an average OM salary of \$85,181)

Contact Information:

- Eugene Henry (HRG): (202) 401-9017; Eugene.Henry@ed.gov
- Joyce Boykin (HRG): (202) 401-3603; Joyce.Boykin@ed.gov
- Julie Mattingly (SFA Human Resources): (202) 708-7948; Julie.Mattingly@ed.gov
- Lisa Gilbert (SFA Human Resources): (202) 708-7949; Lisa.Gilbert@ed.gov
- Candace Butler (HRG): (202) 401-3925; Candace.Butler@ed.gov
- Ginny Jameson (HRG): (202) 401-1920; Agnes.Jameson@ed.gov
- Carol Mitchell (HRG): (202) 401-1560; Carol.A.Mitchell@ed.gov

Assumptions:

- The process flow assumes that all forms submitted by the employee are complete. If certain parts of the form(s) are not filled in, SFA HR or HRG's Employee Relations Specialist will return the form(s) to the employee to complete and resubmit.
- The retirement process flow assumes that the SF 50 is accurate. If the Customer Service Team III Leader detects an error in the printed SF 50, then the Customer Service Team III Leader completes an error sheet and returns the SF 50 to the Employee Relations Specialist at HRG to make the necessary changes.
- The retirement process flow assumes that the Employee Relations Specialist requests the employee's Official Personnel Folder (OPF) from HRG's Records section during the retirement calculation process. The Employee Relations Specialist would, therefore, have the OPF to use throughout the rest of the retirement process.

Exclusions:

- None

Regions:

- The regional offices follow a slightly different procedure for processing personnel actions; refer to the Regional Process: Requesting Personnel Actions sheet for details.
- The retirement process is similar in the regions and in headquarters. The main difference is that the regional offices operate with a smaller staff that typically includes one Personnel Officer and one Personnel Specialist. HR employees in the regions are generalists, which means that they perform all HR functions rather than specialists in headquarters that only handle matters related to Employee Relations, Labor Relations, etc. Because there are less people involved in executing HR functions, there are fewer handoffs in the regions.
- The regions do not have access to Economic System Inc. (ESI) software. Instead of using this software, regional HR employees manually fill out the Certified Summary of Federal Service, the Agency Checklist for Immediate Retirement, and the Agency Certification of Insurance Status.

Strategic Direction:

SFA HR can use the retirement process flow to gain a better understanding of how retirements are processed at HRG. The retirement process is more complicated than other types of employee losses because it requires the Employee Relations Specialist to complete additional steps. After analyzing this process flow, SFA HR will be better equipped to make an educated decision about whether or not they should bring this function in-house. If SFA HR decides that HRG should continue to perform this function, SFA HR could use the retirement process flow to write a strategic service-level agreement with specific guidelines to meet their needs.